

INTERNATIONAL SEARCH REPORT

Inte
Application No
PCT/GB2004/004287

A. CLASSIFICATION OF SUBJECT MATTER
 IPC 7 H04Q7/32 H04L12/56 H04Q7/38

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)
 IPC 7 H04Q H04M

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

EPO-Internal, PAJ, WPI Data

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	EP 1 075 153 A (GENESYS TELECOMMUNICATIONS LABORATORIES, INC) 7 February 2001 (2001-02-07) paragraphs '0009!, '0010!, '0018!, '0019!, '0022! - '0026! paragraphs '0030!, '0031!, '0035!	1-19
X	US 6 405 033 B1 (KENNEDY, III WILLIAM C ET AL) 11 June 2002 (2002-06-11) abstract column 1, line 31 - column 2, line 68 column 3, line 54 - column 4, line 45 column 5, lines 4-46 column 7, lines 1-59 column 9, line 12 - column 10, line 10 column 11, line 4 - column 12, line 27 column 23, lines 27-62 column 25, lines 31-45	1-19 -/-

Further documents are listed in the continuation of box C.

Patent family members are listed in annex.

* Special categories of cited documents :

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- "E" earlier document but published on or after the international filing date
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- "O" document referring to an oral disclosure, use, exhibition or other means
- "P" document published prior to the international filing date but later than the priority date claimed

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"&" document member of the same patent family

Date of the actual completion of the international search

Date of mailing of the international search report

2 March 2005

18/03/2005

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C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	US 5 020 095 A (MORGANSTEIN ET AL) 28 May 1991 (1991-05-28) abstract column 1, line 66 – column 2, line 21 column 5, lines 47-61 column 7, lines 15-50 -----	1-19

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Patent document cited in search report	Publication date		Patent family member(s)	Publication date
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US 6405033	B1 11-06-2002	AU EP WO	5243499 A 1101323 A2 0007332 A2	21-02-2000 23-05-2001 10-02-2000
US 5020095	A 28-05-1991	US US	5166974 A RE37001 E	24-11-1992 26-12-2000